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TO: Supervisor Don Knabe, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – MANNA MANOR,  
INC., GROUP HOMES: DENNI, G MANOR, BANNING, NEPTUNE,  
MARBELLA, AND RAVENNA GROUP HOMES**

We have completed a review of the six Group Homes (Group Home or Agency) operated by the Manna Manor, Inc. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Denni, G Manor, Banning, Neptune and Marbella are six-bed facilities, which provide care for boys ages 6-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Denni was providing services for four DCFS children, G Manor and Banning were each providing services for six DCFS children, and Neptune and Marbella were providing services for five Los Angeles County DCFS children. Denni, G Manor and Banning are located in the Fourth District. Neptune and Marbella are located in the Second District.

Ravenna is a six-bed facility, which provides care for girls ages 6-14 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Ravenna was providing services for six DCFS children. Ravenna is located in the Second District.

**Scope of Review**

The purpose of the review was to determine whether the Agency was providing the services outlined in their Program Statement. Additionally, the review covered basic child safety and licensing issues, and included an evaluation of the Agency's Program

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Statement, internal policies and procedures, child case records, facility inspections, and interviews with two children placed in each Group Home at the time of the review. Interviews with the residents were designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

### **Summary of Findings**

Generally, all six Agencies were providing the services outlined in their Program Statements. However, we did note some areas where improvements are needed.

#### **Denni**

Denni needs to maintain complete medication logs.

#### **G Manor**

G Manor should repair the top of the bedroom closet door in one of the bedrooms; provide initial diagnostic assessments for all residents within the first 30 days of placement, and include the child and his/her authorized representative in the development and updating of the Needs and Services Plan.

#### **Neptune**

Neptune needs to paint the large patch areas on walls in the middle bedroom.

#### **Marbella**

Marbella should remove all writing from one of the bedroom walls and dressers.

#### **Ravenna**

Ravenna needs to remove all writing from one of the bedroom's desk and dressers and should ensure each resident's authorized representative is involved in the development and updating of the Needs and Services Plan.

Attached are detailed reports of the review findings.

### **Review of Report**

We discussed our report with the Agency's management. The Agency's management is required to provide a corrective action plan to the Children's Group Home Ombudsman within 15 business days from the receipt of this report. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact DeWitt Roberts at (626) 293-1101.

JTM:DR:CC:bg

c: David E. Janssen, Chief Administrative Officer  
David Sanders, Ph.D., Director, DCFS  
Richard Shumsky, Chief Probation Officer  
Lina Phillips, Executive Director, Manna Manor, Inc.  
Violet Varona-Lukens, Executive Officer  
Public Information Office  
Audit Committee

**Manna Manor Group Home  
Denni House  
1220 W. Denni Street  
Wilmington, CA 90744  
(310) 834-1475  
License No.: 191600753  
Rate Classification Level: 9**

**I. Facility and Environment**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Denni House Group Home (Group Home or Agency) is a large facility located on a quiet residential street. The Group Home is well maintained, nicely landscaped, and blends well with the other homes on the block. There were no observable safety hazards.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The common rooms are nicely decorated and maintained. The resident bedrooms are spacious, comfortable, and personalized to each child's desire with posters, pictures, and knick-knacks.

The Group Home maintains age-appropriate play equipment including board games, a TV, a VCR, a DVD player, a foosball table set, and the children's personal toys. There are books and resource materials, including a computer with a variety of programs.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

**Recommendations**

**There are no recommendations for this section.**

**II. Program Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents receive complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. The children and their placement workers have the opportunity to participate in developing and updating the NSPs.

The quarterly reports are current, comprehensive, and focused on the goals of the NSPs.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Both residents are receiving individual and group therapy.

**Recommendations**

**There are no recommendations for this section.**

**III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Both residents attend school. One resident attends Special Education classes and has a current Individualized Education Plan. The other resident attends regular classes. Their records contain current report cards and/or progress reports. The residents report that they are provided with a sufficient amount of daily educational stimulation away from school and feel that staff is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed.

The residents are too young for Emancipation/ILP Services and are not employed.

**Recommendations**

**There are no recommendations for this section.**

#### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

#### **Recommendations**

**There are no recommendations for this section.**

#### **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for three case files**

**Comments:**

The residents prescribed psychotropic medication have current court authorizations. Documentation confirms that the children are routinely seen by the prescribing psychiatrist.

However, entries into the medication log are missing.

#### **Recommendation**

- 1. Manna Manor management maintain complete medication distribution logs.**

## **VI. Personal Rights**

### **Method of assessment – Resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

The residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation, and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with most staff. Residents feel there is at least one staff member they can easily talk to and trust.

The residents report that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and they feel that the Agency is respectful of their cultural lifestyles and allows them to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

The residents are aware of their right to refuse medication.

#### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly

clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and of sufficient quantity.

The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

Residents are provided with an opportunity to maintain photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**



**Manna Manor Group Home  
G Manor  
814 West G Street  
Wilmington, CA 90744  
(310) 518-9538  
License No.: 191600449  
Rate Classification Level: 9**

**I. Facility and Environment**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

G Manor Group Home (Group Home or Agency) is a large facility located on a quiet residential street. The Group Home is well maintained, nicely landscaped, and blends well with the other homes on the block. There were no observable safety hazards.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The common rooms are nicely decorated and maintained. The resident bedrooms are spacious, comfortable, and personalized to each child's desire with posters, pictures, and knick-knacks. However, the top bedroom closet door in the middle bedroom does not close and is missing a handle.

The Group Home maintains age-appropriate play equipment including board games, a TV, a VCR, a DVD player, a foosball table set, an air hockey game, a ping pong table, and the children's personal toys. There is a computer with a variety of programs, books, and resource material.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

**Recommendation**

- 1. Manna Manor management repair the bedroom closet door in the middle bedroom.**

**II. Program Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. One resident received a complete initial diagnostic assessment after being admitted into the Agency's program. However, the other resident did not.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. However, there was no documentation to support the placement worker's participation in the development and update of one Needs and Service Plan.

The quarterly reports are current, comprehensive, and appropriately focused on the goals of the NSPs.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Both residents are receiving individual and group therapy.

**Recommendations****2. Manna Manor management:**

- a. Provide each resident with a complete initial diagnostic assessment within 30 days of being admitted into the program.
- b. Include each resident and their placement worker in the development and updating of the Needs and Services Plan.

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and resident interviews****Sample size for resident interviews: Two****Comments:**

Both residents attend Special Education classes at a local school. The residents require and have current Individualized Education Plans. Their records contain current report cards and/or progress reports. The residents report that they are provided with a sufficient amount of daily educational stimulation away from school and feel that staff is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals, hygiene care is discussed as needed, and employment preparation encouraged.

Age-appropriate residents have the opportunity to participate in emancipation and vocational programs.

The residents are not employed.

### **Recommendations**

**There are no recommendations for this section.**

## **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for six case files**

### **Comments:**

The residents prescribed psychotropic medications have current court authorizations. Documentation confirms that the children are routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

### **Recommendations**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**

#### **Comments:**

The residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation, and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with most staff. Residents feel there is at least one staff member they can easily talk to and trust.

The residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and they feel that the Agency is respectful of their cultural lifestyles and allows them to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

The residents are aware of their right to refuse medication.

### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and of sufficient quantity.

The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

Residents are provided with an opportunity to maintain photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

**Manna Manor Group Home  
Banning-House  
205 East "N" Street  
Wilmington, CA 90744  
(310) 518-9538  
License No.: 198200779  
Rate Classification Level: 9**

**I. Facility and Environment**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Banning (Group Home or Agency) is a large facility located on a quiet residential street. The Group Home is well maintained, nicely landscaped, and blends well with the other homes on the block. There were no observable safety hazards.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The common rooms are nicely decorated and maintained. The resident bedrooms are spacious, comfortable, and personalized to each child's desire with posters, pictures, and knick-knacks.

There was age-appropriate play equipment including board games, a TV, a VCR, a DVD player, a foosball table set, and personal toys. There was a computer with a variety of programs, books, and resource material.

There was a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food was accessible, appropriately dated, and properly stored.

**Recommendations**

**There are no recommendations for this section.**

**II. Program Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents receive complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. The children and their placement workers have the opportunity to participate in developing and updating the NSPs.

The quarterly reports are current, comprehensive, and focused on the goals of the NSPs.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Both residents are receiving individual and group therapy.

**Recommendations**

**There are no recommendations for this section.**

**III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Both residents attend regular classes at a local school. Their records contain current report cards and/or progress reports. The residents report that they are provided with a sufficient amount of daily educational stimulation away from school and feel that staff is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed.

The residents are too young for Emancipation/ILP Services.

**Recommendations**

**There are no recommendations for this section.**

#### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

**Recommendations**

**There are no recommendations for this section.**

#### **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for four residents**

**Comments:**

The residents prescribed psychotropic medications have current court authorizations. Documentation confirms that the children are routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

**Recommendations**

**There are no recommendations for this section.**

#### **VI. Personal Rights**

**Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**



**Comments:**

The residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation, and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with most staff. Residents feel there is at least one staff member they can easily talk to and trust.

The residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and they feel that the Agency is respectful of their cultural lifestyles and allows them to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

The residents are aware of their right to refuse medication.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance****Method of assessment – Review of relevant documents and resident interviews****Sample size for resident interviews: Two****Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and of sufficient quantity.

The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

Residents are provided with an opportunity to maintain photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

**Manna Manor Group Home  
Neptune-House  
24825 Neptune Ave  
Carson, CA 90745  
(310) 834-7084  
License No.: 191601197  
Rate Classification Level: 9**

**I. Facility and Environment**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Neptune (Group Home or Agency) is a large facility located on a quiet residential street. The Group Home is well maintained, nicely landscaped, and blends well with the other homes on the block. There were no observable safety hazards.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The common rooms are nicely decorated and maintained. The resident bedrooms are spacious, comfortable and personalized to each child's desire with posters, pictures, and knick-knacks. However, the middle bedroom has large patch areas on the walls next to one of the resident's bed and under the window that need painting.

The Group Home maintains age-appropriate play equipment including board games, a TV, a VCR, a DVD player, a foosball table set, an air hockey game, a ping pong table, and the children's personal toys. There is a computer with a variety of programs, books, and resource material.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

**Recommendation**

- 1. Manna Manor management paint the walls in the middle bedroom.**

**II. Program Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. The children and their placement workers have the opportunity to participate in developing and updating the NSPs.

The quarterly reports are current, comprehensive, and focused on the goals of the NSPs.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Both residents are receiving individual and group therapy.

**Recommendations**

**There are no recommendations for this section.**

**III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Both residents attend Special Education classes at a local school. The residents require and have current Individualized Education Plans. Their records contain current report cards and/or progress reports. The residents report that they are provided with a sufficient amount of daily educational stimulation away from school and feel that staff is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals, hygiene care is discussed as needed, and employment preparation encouraged.

Age-appropriate residents have the opportunity to participate in emancipation and vocational programs.

The residents are not employed.

**Recommendations**

**There are no recommendations for this section.**

#### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

**Recommendations**

**There are no recommendations for this section.**

#### **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for five case files**

**Comments:**

The residents prescribed psychotropic medications have current court authorizations. Documentation confirms that the children are routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

**Recommendations**

**There are no recommendations for this section.**

#### **VI. Personal Rights**

**Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation, and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with most staff. Residents feel there is at least one staff member they can easily talk to and trust.

The residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and they feel that the Agency is respectful of their cultural lifestyles and allows them to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

The residents are aware of their right to refuse medication.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance****Method of assessment – Review of relevant documents and resident interviews****Sample size for resident interviews: Two****Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and of sufficient quantity.

The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

Residents are provided with an opportunity to maintain photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

**Manna Manor Group Home  
Marbella-House  
24633 Marbella Ave  
Carson, CA 90745  
(310) 830-2779  
License No.: 191601767  
Rate Classification Level: 9**

**I. Facility and Environment**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Marbella (Group Home or Agency) is a large facility located on a quiet residential street. The Group Home is well maintained, nicely landscaped, and blends well with the other homes on the block. There were no observable safety hazards.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The common rooms are nicely decorated and maintained. The resident bedrooms are spacious, comfortable and personalized to each child's desire with posters, pictures, and knick-knacks. However, in one bedroom there is graffiti writing on the walls and dressers.

The Group Home maintains age-appropriate play equipment including board games, a TV, a VCR, a DVD player, a foosball table set, an air hockey game, a ping pong table, and the children's personal toys. There is a computer with a variety of programs, books, and resource material.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

**Recommendation**

- 1. Manna Manor management remove all graffiti writing on the walls and dressers in the resident bedroom.**

**II. Program Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**



**Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. The children and their placement workers have the opportunity to participate in developing and updating the NSPs.

The quarterly reports are current, comprehensive, and focused on the goals of the NSPs.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Both residents are receiving individual and group therapy.

**Recommendations**

**There are no recommendations for this section.**

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and resident interviews****Sample size for resident interviews: Two****Comments:**

Both residents attend local schools. One resident attends Special Education classes and has a current Individualized Education Plan. The other resident attends regular classes. Their records contain current report cards and/or progress reports. The residents report that they are provided with a sufficient amount of daily educational stimulation away from school and feel that staff is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed.

The residents are too young for Emancipation/ILP Services.

**Recommendations**

**There are no recommendations for this section.**

#### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

**Recommendations**

**There are no recommendations for this section.**

#### **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for five residents**

**Comments:**

The residents prescribed psychotropic medications have current court authorizations. Documentation confirms that the children were routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

**Recommendations**

**There are no recommendations for this section.**

#### **VI. Personal Rights**

**Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation, and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with most staff. Residents feel there is at least one staff member they can easily talk to and trust.

The residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and they feel that the Agency is respectful of their cultural lifestyles and allows them to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

The residents are aware of their right to refuse medication.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance****Method of assessment – Review of relevant documents and resident interviews****Sample size for resident interviews: Two****Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and of sufficient quantity.

The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

Residents are provided with an opportunity to maintain photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

**Manna Manor Group Home  
Ravenna-House  
24713 Ravenna Ave  
Carson, CA 90745  
(310) 830-2377  
License No.: 191601767  
Rate Classification Level: 9**

**I. Facility and Environment**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Ravenna (Group Home or Agency) is a large facility located on a quiet residential street. The Group Home is well maintained, nicely landscaped, and blends well with the other homes on the block. There were no observable safety hazards.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The common rooms are nicely decorated and maintained. The resident bedrooms are spacious, comfortable, and personalized to each child's desire with posters, pictures, and knick-knacks. However, there was writing on the walls, desk, and dressers in one of the resident bedrooms.

The Group Home maintains age-appropriate play equipment including board games, a TV, a VCR, a DVD player, a foosball table set, an air hockey game, a ping pong table, and the children's personal toys. There is a computer with a variety of programs, books, and resource material.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

**Recommendation**

- 1. Manna Manor management remove all writing on walls, desk, and dressers in one of the resident bedrooms.**

**II. Program Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. The children have the opportunity to participate in developing and updating the NSPs. However, their placement workers did not have the opportunity to participate in developing, modifying, and updating the NSPs.

The quarterly reports are current, comprehensive, and focused on the goals of the NSPs.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Both residents are receiving individual and group therapy.

**Recommendation**

- 2. Manna Manor management provide residents' placement workers the opportunity to participate in developing, modifying, and updating the Needs and Services Plans.**

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and resident interviews****Sample size for resident interviews: Two****Comments:**

Both residents attend local schools. One resident attends Special Education classes and has a current Individualized Education Plan. The other resident attends regular classes. Their records contain current report cards and/or progress reports. The residents report that they are provided with a sufficient amount of daily educational stimulation away from school and feel that staff is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed.

Age-appropriate residents have the opportunity to participate in emancipation and vocational programs.

The residents are not employed.

### **Recommendations**

There are no recommendations for this section.

## **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

### **Recommendations**

There are no recommendations for this section.

## **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for five case files**

### **Comments:**

The residents prescribed psychotropic medications have current court authorizations. Documentation confirms that the children were routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

### **Recommendations**

There are no recommendations for this section.

## **VI. Personal Rights**

### **Method of assessment – Resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

The residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation, and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with most staff. Residents feel there is at least one staff member they can easily talk to and trust.

The residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and they feel that the Agency is respectful of their cultural lifestyles and allows them to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

The residents are aware of their right to refuse medication.

### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and of sufficient quantity.



The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

Residents are provided with an opportunity to maintain photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**